

CITY OF SAN ANTONIO

HUMAN RESOURCES

INTERDEPARTMENT CORRESPONDENCE SHEET

TO: All Holders of Administrative Directives
FROM: George K. Noe, Acting Director of Human Resources
COPIES TO: File
SUBJECT: ADMINISTRATIVE DIRECTIVE 4.38, LANGUAGE SKILLS PAY

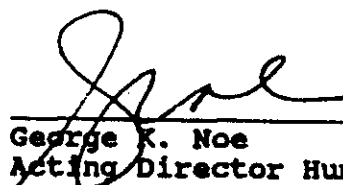
Date: March 9, 1995

Attached is a new Administrative Directive 4.38, Language Skills Pay, effective April 1, 1995.

Department Heads shall be responsible for submitting names of candidates to receive Language Skills Pay as outlined in the directive. This process should begin immediately.

Additional A.D.'s may be ordered through Central Stores by using a Reproduction Work Order.

Questions or interpretations should be directed to the Compensation Division at 207-7292.


George K. Noe
Acting Director Human Resources

EFFECTIVE DATE: April 1, 1995

REVISION DATES: _____

SUBJECT: LANGUAGE SKILLS PAY

I. PURPOSE

To define a policy for compensating employees who may use additional language skills in order to better perform job responsibilities.

II. SCOPE

This directive applies to all permanent full time civilian employees in approved classifications in all departments of the City whose services may be enhanced by employee use of a second language in regular communications with the public. Final approval of requests for employees to receive Language Skills Pay will be given by the Director of Human Resources.

III. DEFINITIONS

- A. Additional Language Skills: the ability of a person to communicate verbally in a language other than English.
- B. Language Skills Pay: compensation given to an employee in an amount calculated at fifty dollars (\$50.00) a month of pay for the use of additional language skills in the performance of job duties.
- C. Public contact, a high level of: any position which requires that one third or more of assigned work involve communication with the public. Other positions will be reviewed and determined on a case by case basis.

IV. POLICY

The City of San Antonio recognizes that in serving a diverse population, the use of a second language may be of benefit in providing quality service. Therefore, the City has developed a program to compensate employees in qualifying situations where the use of a second language enhances the performance of their normal duties. Employees who meet the established criteria shall continue to receive Language Skills Pay for the duration of the time that they remain in the qualifying position.

V. GENERAL RESPONSIBILITIES

It is the responsibility of each Department Head to submit the names of candidates to receive Language Skills Pay on the request form attached to this Administrative Directive, and to review the monthly list of employees receiving Language Skills Pay provided by the Human Resources Department. Such employees may be re-evaluated upon submission of a new request to determine whether the pay will continue following transfers, promotions, reclassifications, reassignments, or other changes affecting the situation for which the pay was authorized.

The Human Resources Department shall maintain central records of individuals who have been qualified through the review and testing process to receive Language Skills Pay.

VI. QUALIFICATION

Upon receipt of a request for the designation of the Language Skills Pay for a specific employee, the Director of Human Resources shall determine if there is adequate justification for the designation. The evaluation by the Director of Human Resources may include but not necessarily be limited to the following:

- Review of the reason for the request;
 - Review of departmental staffing to determine if anyone else in the work area currently receiving Language Skills Pay can provide the skill;
 - Review of any statistical data;
 - Review of the frequency of contacts; and
 - Any other pertinent information.
- A. Only employees in an approved classification on the attached list may be considered. As indicated in Section III, item C, individual positions not in the approved classification list will be considered on their own merits based on Department Head requests.
- B. Employees temporarily assigned for the duration of a given activity, such as serving as host or translator for foreign visitors, will also need to be submitted through the request form. All temporary assignments will be considered regardless of current classification. Language Skills Pay will be pro-rated on a daily basis for each assignment, and the Director of Human Resources will establish a minimum amount to be paid.

VII. PROCEDURE: DESIGNATING EMPLOYEES

- A. REQUESTING DEPARTMENT HEAD submits request and justification to the Director of Human Resources for the employee(s) who may qualify for the Language Skills Pay.

Justification for each individual must include:

1. Employee Name and Social Security Number.
2. Classification and Position Number.
3. Substantiation for Language Skills Pay. State estimation of the percentage of time the employee has public contact. The Department Director can submit timesheets, or documented examples, or any other quantifiable measure he or she prefers.
4. Manner in which the second language is being utilized and how services are enhanced through its use.
5. Employees being considered for Language Skills Pay qualification shall be tested for verbal fluency by the Testing Administrator to determine the level of proficiency. Following the initial examination, retesting will be allowed once at the discretion of Human Resources based on test results. However, if an employee can show proof of having taken language classes, the individual may at the discretion of the Director of Human Resources be allowed to retest to determine if the skill level has improved sufficiently to qualify him or her to receive Language Skills Pay.

Any examination score and/or final course grade from a recognized educational or training institution may be submitted for consideration by the Test Administrator, as a substitute for the required test, provided that such grade and/or test score was received no longer than one (1) year prior to the request.

B. HUMAN RESOURCES clears classification and position eligibility (i.e. proper job classification).

1. Reviews and approves substantiation for Language Skills Pay by:
 - Checking to see whether the job classification is included in the authorized list, and justification.
 - Verifying regular use of the second language on the job as submitted in documentation.
2. If the employee qualifies for second language use, the Human Resources Department coordinates the check of prior testing or administration of testing for competency in the language.
3. If the employee meets all criteria for receiving the Language Skills Pay including testing, the department will be notified by the Director of Human Resources to submit to Payroll a Data Change Form noting the individual's name, social security number, classification and position number, and the effective date of eligibility. A copy of the approved Language Skills Pay request must be attached.

- C. PAYROLL DIVISION OF THE FINANCE DEPARTMENT implements change in employee's pay schedule. This will be designated with a flag on the payroll for the Language Skills Pay.
- D. In the event an eligible employee is on a leave of absence without compensation for a period of two weeks or more the appropriate reduction in the compensation for that month shall be SUBMITTED BY THE DEPARTMENT, i.e., no Language Skills Pay for that month.

VIII. CONTINUING ELIGIBILITY REVIEW BY HUMAN RESOURCES DEPARTMENT

A. On-going

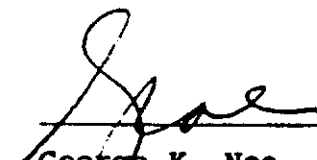
- 1. If an employee receiving Language Skills Pay changes to a position in which the use of the second language is unknown, the pay is discontinued pending evaluation of the employee's new status.

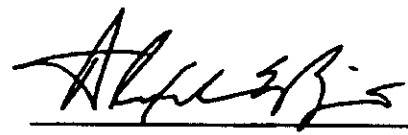
Individual employees who have been reclassified or who have been promoted, transferred, or otherwise moved from the positions for which the Language Skills Pay was originally authorized will be reviewed for continuing eligibility.

- 2. Departments must submit documentation again if the second language will be utilized by an individual moving to a new position.

B. Annual

Each year employees receiving the Language Skills Pay will be reviewed by Human Resources for the use of the specified second language in their current positions. A random review of 10% of employees receiving the pay will be conducted in the form of on-site visits, review of statements or other appropriate documentation.

 3/2/95
George K. Noe / Date
Acting Human Resources Director

 3-2-95
Alexander E. Briseño / Date
City Manager

2 ADMINISTRATIVE CLERK I
3 ADMINISTRATIVE CLERK II
4 SR. ADMINISTRATIVE CLERK
8 PERSONNEL RECORDS CLERK
SECRETARY II
15 PARALEGAL
16 EEO OFFICER II
17 SECRETARY I
20 SWITCHBOARD OPERATOR
23 FACILITIES OPERATIONS MANAGER
24 ACCOUNT EXECUTIVE I
29 VISITOR INFORMATION CLERK
31 REGISTRATION CLERK
32 ASST VISITOR INFO CENTER SUPV.
33 REGISTRATION CLERK SUPV.
36 ADMINISTRATIVE SERVICES MANAGER
37 MARKETING MANAGER
38 ADMINISTRATIVE SECRETARY
39 EXECUTIVE ASSISTANT
40 ADMINISTRATIVE ASST I
41 ADMINISTRATIVE ASST II
42 SENIOR ADMINISTRATIVE ASSISTANT
43 ACCOUNT EXECUTIVE II
44 ACCOUNT TECHNICIAN
46 MANAGEMENT ANALYST
47 SPECIAL ACTIVITIES COORDINATOR
50 ASST MARKETING MANAGER
51 VISITOR SERVICES SUPERVISOR
53 BOOKING SPECIALIST
58 SENIOR LEGAL INVESTIGATOR
59 LEGAL INVESTIGATOR
61 EEO OFFICER I
62 SENIOR EEO OFFICER
64 PUBLIC INFORMATION MANAGER
67 ADMINISTRATIVE AIDE
68 PERSONNEL ADMINISTRATOR
69 SENIOR ACCOUNT EXECUTIVE
71 PUBLIC INFORMATION OFFICER
72 DISPATCHER I
73 COMMUNICATION CLERK
74 INTERNATIONAL VISITOR REP.
75 PERSONNEL SPECIALIST I
76 PERSONNEL SPECIALIST II
77 SENIOR EVENTS COORDINATOR
79 BOOKING & SERVICES MANAGER
80 PUBLIC RELATIONS MANAGER
81 COMMUNICATIONS SUPERVISOR
90 CLEAN COMMUNITY PROG COORDINATOR
93 LEGAL SECRETARY
96 SENIOR VISITOR INFO CLERK
101 HOME LEASE COORDINATOR
125 SENIOR REAL ESTATE SPECIALIST

135 CONSTRUCTION COORDINATOR
151 REAL ESTATE SPECIALIST
156 DOWNTOWN INITIATIVES MANAGER
159 PLANNER I
160 PLANNER II
181 RATE ANALYST I
182 RATE ANALYST II
200 SANITARIAN I
202 SANITARIAN II
203 SANITARIAN SERVICES MANAGER
204 SENIOR SANITARIAN
221 ANIMAL CONTROL SUPERVISOR
223 ANIMAL CONTROL OFFICER
226 KENNEL WORKER II
227 KENNEL WORKER I
238 CASE MANAGER
239 PUBLIC HEALTH AIDE II
240 PUBLIC HEALTH AIDE I
241 REHABILITATION SPECIALIST
242 REHABILITATION NURSE
243 PUBLIC HEALTH NURSE PRACT.
244 SENIOR PUBLIC HEALTH NURSE
246 PUBLIC HEALTH NURSE
247 PUBLIC HEALTH NURSE SUPERVISOR
253 VECTOR CONTROL TECH. I
254 VECTOR CONTROL TECH. II
261 SENIOR PUBLIC HEALTH PHYSICIAN
262 PUBLIC HEALTH PHYSICIAN
267 LICENSED VOCATIONAL NURSE
268 PUBLIC HEALTH ASSISTANT
269 DENTAL ASSISTANT
270 PUBLIC HEALTH DENTIST
271 DENTAL HYGIENIST
282 HEALTH PROGRAM SPECIALIST
284 HEALTH PROGRAM SUPERVISOR
286 NUTRITIONIST
288 NUTRITIONIST/DIETITIAN
289 NUTRITIONIST SUPERVISOR
405 HORTICULTURAL EDUC COORDINATOR
417 CEMETERY OPERATIONS SUPT.
421 CEMETERY SERV CREW LEADER
430 SWIMMING POOL ATTENDANT
431 RECREATION ATTENDANT
432 LIFEGUARD
436 AQUATIC SERVICES SUPV.
437 SWIMMING POOL SUPERVISOR
438 TOUR COORDINATOR
439 TOUR GUIDE
440 RECREATION AIDE
441 COMMUNITY CENTER LEADER I
442 COMMUNITY CENTER LEADER II
443 SENIOR COMMUNITY CENTER LEADER

444 COMMUNITY CENTER SUPERVISOR
445 COMMUNITY CENTER COORDINATOR
450 RECREATION SPECIALIST
451 SENIOR RECREATION SPECIALIST
MUSEUM ASSISTANT
MUSEUM AIDE
454 MUSEUM ADMINISTRATOR
456 YOUTH ATHLETICS SUPV.
460 ATHLETIC PROGRAMS SUPERVISOR
461 ASST ATHLETIC PROGRAMS SUPERVISOR
462 ATHLETICS SUPERINTENDENT
467 GOLF ACTIVITIES ATTEND. II
469 BOTANICAL GARDENS SUPT.
470 ASST. RECREATION SERV. SUPT.
471 SPECIAL PROGRAMS SUPERVISOR
472 EVENTS COORDINATOR
473 RECREATION CENTER ATHLETIC SUPV.
474 HANDICAPPED REC. PROGRAM SUPV.
476 GOLF ACTIVITIES ATTENDANT I
485 RECREATION SERVICES SUPT.
486 VISITOR INFORMATION CENTER SUPV.
487 RECREATION SERVICES SUPV.
496 RIVER OPERATIONS SUPERVISOR
499 PARK NATURALIST
500 BUILDING INSPECTOR
501 SENIOR BUILDING INSPECTOR
504 BUILDING INSPECTOR SUPV.
505 SENIOR CODE COMPLIANCE INVESTIGATOR
506 CODE COMPLIANCE INVESTIGATOR
PERMIT CLERK II
509 PERMIT CLERK I
510 ELECTRICAL INSPECTOR
511 SENIOR PERMIT CLERK
513 SENIOR ELECT. INSPECTOR
514 PERMIT SUPERVISOR
515 ELECTRICAL INSPECTOR SUPV.
520 PLUMBING INSPECTOR
521 PLUMBING INSPECTOR SUPV.
522 SENIOR PLUMBING INSPECTOR
526 HVAC INSPECTOR
527 HVAC INSPECTOR SUPERVISOR
528 SENIOR HVAC INSPECTOR
535 SIGN INSPECTOR
547 BUILDING LOCATION SPECIALIST
553 CONSTRUCTION INSPECTOR I
554 CONSTRUCTION INSPECTOR II
555 SENIOR CONSTRUCTION INSPECTOR
556 CONSTRUCTION INSPECTIONS SUPV.
558 CONSTRUCTION SPECIALIST
565 TRANSPORTATION INSPECTOR SUPV.
566 TRANSPORTATION INSPECTOR I
567 TRANSPORTATION INSPECTOR II

568 TRANSPORTATION SERVICES MGR.
569 TRANSPORTATION AGENT
570 SR. TRANSPORTATION AGENT
573 PLANS COORDINATOR
575 PLANS EXAMINER
576 SENIOR PLANS EXAMINER
585 AIRPORT OPERATIONS AGENT
607 SENIOR ABATEMENT OFFICER
612 ALARMS INVESTIGATOR
614 ABATEMENT OFFICER
615 DISPATCHER II
619 PARK RANGER CORPORAL
622 PARK RANGER LT.
624 SCHOOL CROSSING GUARD SUPV.
625 PARK RANGER SGT.
626 PARK RANGER
627 PARK RANGER CHIEF
628 DETENTION GUARD
629 AIRPORT POLICE OFFICER
630 AIRPORT POLICE SERGEANT
631 AIRPORT POLICE LIEUTENANT
632 AIRPORT POLICE CHIEF
634 SECURITY GUARD I
635 SECURITY GUARD II
638 AIRPORT POLICE CORPORAL
639 FINGER PRINT CLASSIFIER
644 PERSONNEL INVESTIGATOR
649 COURT OFFICER
652 SR. POLICE SERVICES AGENT
653 POLICE SERVICES SUPV.
656 DETENTION GUARD SUPV.
657 POLICE SERVICE AGENT
801 CASHIER I
802 CASHIER II
803 SENIOR CASHIER
808 SEASONAL CASHIER
810 PARKING ATTENDANT
825 DATA CLERK SUPV.
828 TAX INVESTIGATION SUPERVISOR
829 TAX INVESTIGATOR
830 SENIOR TAX INVESTIGATOR
833 DATA CLERK I
834 PROPERTY TAX SUPERVISOR
837 REVENUE BILLING & COLL. SUPV.
842 TAX ANALYST
848 RECORDS TECHNICIAN
849 SENIOR RECORDS TECHNICIAN
858 SENIOR TAX ANALYST
871 ACCOUNT CLERK I
872 ACCOUNT CLERK II
901 ELDERLY SERVICES SUPERVISOR
902 FAMILY CARE PROVIDER

903 HOMEMAKER AIDE
 904 ELDERLY SERVICES COUNSELOR
 905 JOB DEVELOPER
 907 CHAUFFEUR
 CUSTOMER SERVICES REP
 910 SENIOR CUSTOMER SERV. REP.
 911 CUSTOMER SERVICES SPECIALIST
 913 LITERACY PROGRAM COORD
 914 PROGRAM COUNSELOR
 915 PROGRAM COORDINATOR
 916 ASST PROGRAM COORDINATOR
 923 SR. ECONOMIC DEVELOPMENT SPEC.
 924 ECONOMIC DEVELOPMENT SPECIALIST II
 928 CHILD CARE SERV. PROG. COORD.
 929 CONTRACT SPECIALIST
 931 CHILD CARE COUNSELOR
 933 COMMUNITY DEVELOPMENT ANALYST
 939 CITIZEN ACTION OFFICER
 943 YOUTH CENTER SUPERVISOR
 944 LIBRARY CIRCULATION ATTEND I
 945 MARKETING SPECIALIST
 948 SENIOR MARKETING SPECIALIST
 947 INTERNATIONAL AFFAIRS MANAGER
 948 SR INTERNATIONAL RELA. SPEC.
 949 ECONOMIC DEVELOPMENT SPECIALIST I
 950 INTERNATIONAL RELATIONS SPECIALIST
 952 LIBRARY ASSISTANT I
 953 LIBRARY AIDE
 954 LIBRARIAN I
 LIBRARIAN II
 956 LIBRARIAN III
 958 BOOKMOBILE LIBRARY ASST.
 959 BOOKMOBILE LIBRARY CLERK
 960 MULTI-SERVICE CENTER SUPV
 961 CASEWORKER I
 962 LIBRARY ASSISTANT II
 963 LIBRARIAN V
 965 LIBRARY CLERK
 966 CULTURAL AFFAIRS SUPT.
 967 CHILD CARE SERVICES SUPV.
 969 SR CLIENT SERVICES SPECIALIST
 970 LIBRARY CIRCULATION ATTEND II
 971 CASEWORKER II
 972 CASEWORK SUPERVISOR
 973 HOUSING COUNSELOR
 974 SR COMM SERV EMPL PROJ TRAINEE
 975 SR LIBRARY CIRCULATION ATTENDANT
 980 FOOD SERVICE COORDINATOR
 984 NUTRITION SITE SUPERVISOR

987 CHILD & FAMILY THERAPIST
 988 ASST MULTI-SERVICE CENTER SUPV.
 990 SENIOR CHILD CARE COUNSELOR
 991 CHILD CARE SERVICES SUPERVISOR
 993 CHILD DEVELOPMENT SPECIALIST
 1075 SECRETARY TO CITY MANAGER
 1076 EXECUTIVE SECRETARY
 7741 STAGE MANAGER
 7744 CLUB LEVEL MANAGER
 7895 TOWER MANAGER
 7900 EVENTS SERVICES MANAGER

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JOB CLASSES

REQUEST FOR LANGUAGE SKILLS PAY

NAME:

SOC. SECURITY NO.

JOB CLASSIFICATION: (NUMBER & TITLE)

ACTIVITY/POSITION NO.

LANGUAGE USED:

REQUEST DATE:

SUPERVISOR:

TEMPORARY ASSIGNMENT:

____ Yes ____ No

JUSTIFICATION OF REQUEST FOR LANGUAGE SKILLS PAY:

PLEASE STATE

1. THE MANNER IN WHICH THE LANGUAGE IS TO BE USED
2. THE FREQUENCY IN WHICH IT WILL BE USED; i.e. DAILY, WEEKLY, MONTHLY.
3. THE DEGREE AND NATURE OF PUBLIC CONTACT
4. HOW THE SITUATION WILL BE HANDLED IF SECOND LANGUAGE IS NOT USED BY EMPLOYEE

DEPARTMENT DIRECTOR _____

DATE _____

10/94